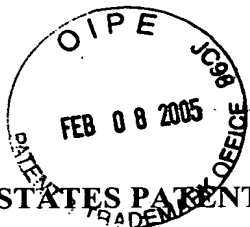


Docket No. 119645-00102



JPW

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

IN RE APPLICATION OF: LILLY et al. GAU: 3623  
SERIAL NO: 09/690,566 EXAMINER: M. Irsadullah  
FILED: October 17, 2000 CONF. NO. 1577  
FOR: SYSTEM AND METHOD FOR DETERMINING AND REDUCING  
CUSTOMER SERVICE IMPACT

**TRANSMITTAL OF POWER OF ATTORNEY AND ASSOCIATED  
CUSTOMER NO.**

COMMISSIONER FOR PATENTS  
P.O. BOX 1450  
ALEXANDRIA, VA. 22313-1450

SIR:

In the above-identified matter, please enter the enclosed Power of Attorney with full power of substitution and revocation, to make alterations and amendments therein, and to transact all business in the Patent and Trademark office in connection therewith. The attorneys listed in the Power are associated with Customer No. 27557.

Please direct all future communications to:

BLANK ROME LLP  
600 NEW HAMPSHIRE AVENUE, N.W.  
WASHINGTON, DC 20037  
TEL (202) 944-3000  
FAX (202) 572-8398

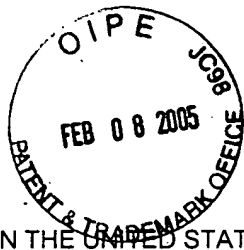
Customer No.: 27557

Respectfully submitted,

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Registration No. 40,220

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Washington, DC 20037  
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Date: February 8, 2005



Docket No. 119645-00102

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Lilly et al.

Serial No: 09/690,566

Filed: October 17, 2000

For: SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT

GAU: 3623

Confirmation No. 1577

Examiner: M. Irshadullah

**REVOCATION AND NEW APPOINTMENT OF POWER OF ATTORNEY**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The undersigned representative of Infor International Limited, owner by virtue of assignment of the above-identified application, hereby revokes any and all previous Powers of Attorney and appoints Victor M. Wigman, Reg. No. 25,201; George C. Myers, Jr., Reg. No. 27,040; Donald R. Greene, Reg. No. 22,470; Michael C. Greenbaum, Reg. No. 28,419; Charles R. Wolfe, Jr., Reg. No. 28,680; Michael D. White, Reg. No. 32,795; Peter Weissman, Reg. No. 40,220; Brian C. Jones, Reg. No. 37,857; David J. Edmondson, Reg. No. 35,126; Denise C. Lane-White, Reg. No. 42,780; Brian Wm. Higgins, Reg. No. 48,443; Minh-Quan K. Pham, Reg. No. 50,594; Thomas L. Willis, Jr., Reg. No. 53,778; and Tara Hoffman, Reg. No. 46,510 as Assignee's attorney with full power of substitution and revocation, to prosecute said patent application, receive any Letters Patent and to take any and all other actions with regard to this patent application and any Letters Patent issuing thereon, and request that all correspondence be sent to the firm of BLANK ROME LLP whose post office address is: 600 New Hampshire Avenue, N.W., Washington, DC 20037.

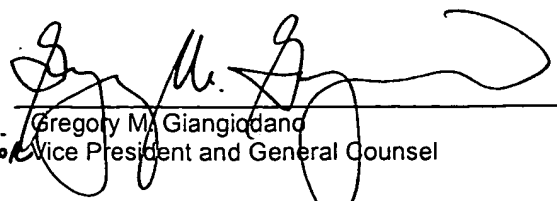
**CERTIFICATION UNDER 37 C.F.R. 3.73(b)**

I, the undersigned, certify that I am an individual empowered to act on behalf of Infor International Limited, the assignee of the entire right, title and interest of the above-identified application by virtue of an assignment from the inventors to Lilly Software Associates, Inc. (reel 011709, frame 0457), and an assignment from Lilly Software Associates, Inc. to Infor International Limited recorded in the U.S. Patent and Trademark Office at reel no. 015279 frames 0159-0165.

I further declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

18 JAN. 2005

Date Signed

  
\_\_\_\_\_  
Gregory M. Giangiodano  
Senior Vice President and General Counsel